

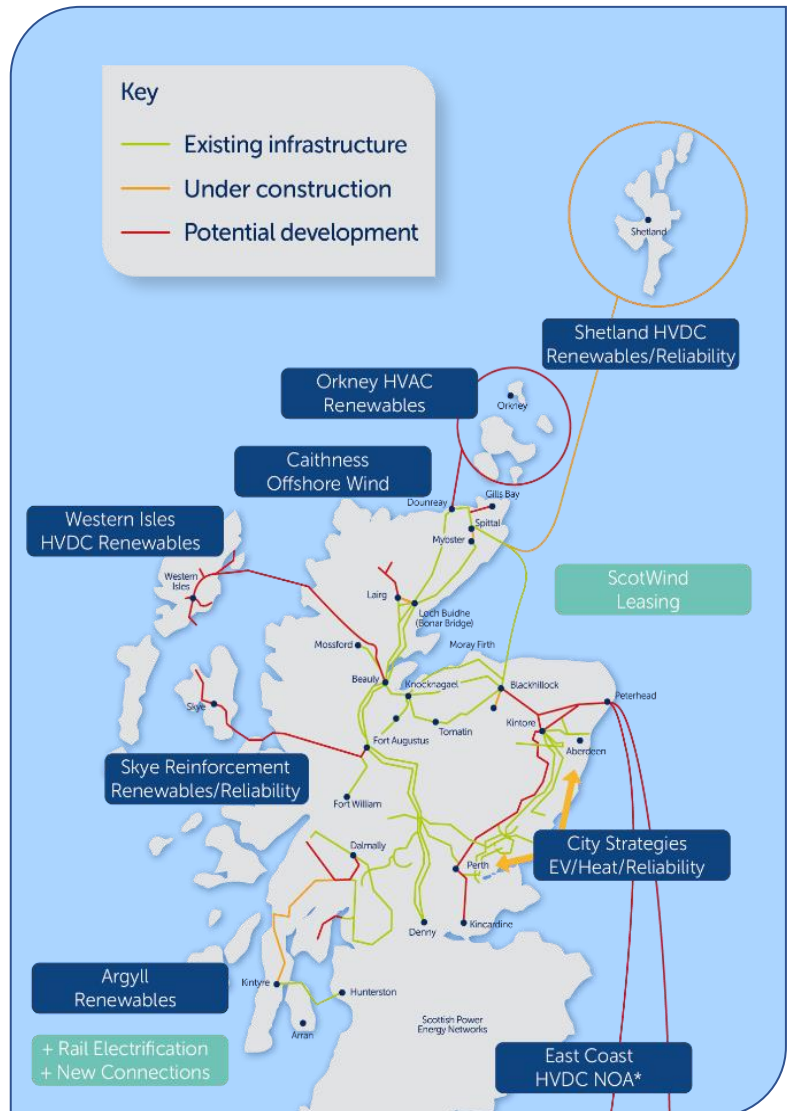
**Stakeholder Consultation Feedback Report  
on our Annual Engagement Plan  
2021/22**

## **i** About us

We are SSEN Transmission (the trading name for Scottish Hydro Electric Transmission), and we are part of the SSE plc Group. We are responsible for the electricity transmission network in the north of Scotland maintaining and investing in the high voltage 132kV, 220kV, 275kV and 400kV electricity transmission network.

Our network consists of underground and subsea cables, overhead lines on wooden poles or steel towers, and electricity substations. It extends over a quarter of the UK's land mass, crossing some of its most challenging terrain and powering our communities by providing a safe and reliable supply of electricity. We do this by taking the electricity from generators and transporting it at high voltages over long distances through our transmission network for onwards distribution to homes and businesses in villages, towns and cities.

Scotland's transmission network has a strategic role to play in supporting delivery of the UK's Net Zero target. We're already a mass exporter of renewable energy, with around two thirds of power generated in our networks area exported south. By 2050, the north of Scotland will need 33-35GW of renewable energy capacity to support net zero delivery. For context, we currently have just over 6GW of renewable generation connected in the north of Scotland.



We are committed to inclusive stakeholder engagement, and conduct this at an 'Accomplished' level as assessed by AccountAbility, the international consulting and standards firm.

Find out more: [www.ssen-transmission.co.uk](http://www.ssen-transmission.co.uk)



## Introduction

Each year, we review the feedback gathered from you, our stakeholders, to identify the common themes you have encouraged us to engage on and areas where you want us to implement improvements or play a more active role in industry change. We publish these in a stakeholder consultation called our Draft Annual Engagement Plan, which includes a summary of our proposed stakeholder engagement initiatives, and we welcome your views on this plan.

Following a consultation period, we use this feedback to finalise our Annual Engagement Plan to inform our engagement activities for the coming year. Our 2021/22 Draft Annual Engagement Plan was published on our website in June 2021, as part of a consultation ending on 25 July 2021. We welcomed comments and feedback on this Draft plan from all of our stakeholders. To further encourage debate, we held a virtual workshop event to better understand stakeholder interests and needs. While our consultation was structured into eight questions, we also welcomed feedback on any aspect of our plan.



## Engagement process

- On 21<sup>st</sup> June 2021, we published our draft Annual Engagement Plan on the SSEN Transmission website, with the consultation running until 25<sup>th</sup> July 2021.
- We emailed 741 stakeholders from our Tractivity stakeholder database to invite them to give their views on our draft plan.
- Details of the consultation was also posted on the SSEN Transmission LinkedIn page, to invite additional stakeholders to comment.
- Internal teams were requested to forward the consultation details to their stakeholders, to ensure representative groups were asked to take part.
- The draft Annual Engagement Plan was presented to our Stakeholder Advisory Panel and Network for Net Zero User Group to gain their feedback.
- On the 15<sup>th</sup> July 2021, we held a stakeholder virtual workshop to encourage discussion and debate around our draft plan. This was supported by two dedicated email invitations to our stakeholder list, two posts on LinkedIn and the event was highlighted on the Annual Engagement Plan page on the SSEN Transmission website.
- The consultation was run online, including the workshop, due to COVID-19 restrictions. However, we offered a range of ways for people to give us their feedback, including by email, online feedback form, through the virtual workshop or requesting a call back from the SSEN Transmission Stakeholder Engagement Team call back.



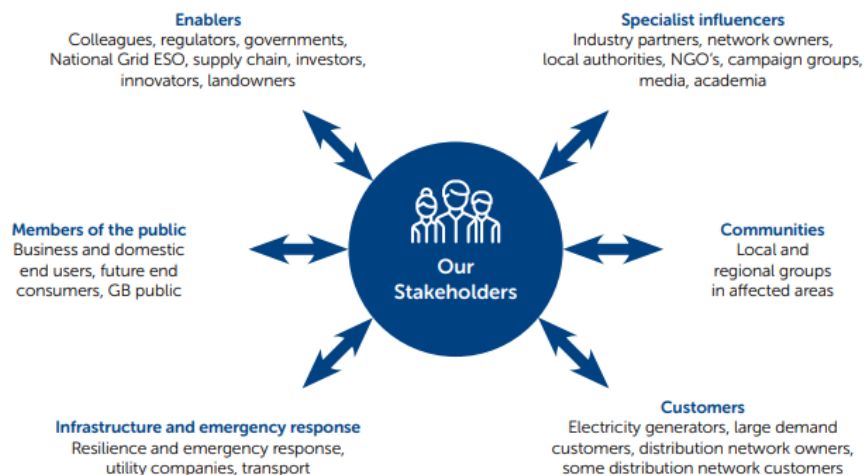
## Stakeholder participation

- **741** stakeholders emailed to invite them to give their views on our draft plan.
- Internal teams were also asked to share the details of the consultation with their stakeholders to ensure good representation across stakeholder groups.
- **36** stakeholders registered for our virtual workshop, and **19** took part
- **2** feedback forms were received
- Analysis of stakeholder feedback shows all stakeholder groups were represented
- Underrepresented groups were End Consumers (members of the public) and Communities
- An overrepresented group was Enablers, in particular Supply Chain
- The most popular subject for participation was Net Zero Advocacy, showing this to be the top priority for stakeholders. This was followed by Local Area Energy Plans, North of Scotland Energy Scenarios, and LOTI



## Our Stakeholders

SSEN Transmission adopts AccountAbility’s definition of ‘stakeholder’ which is “any individual, group of individuals, or organisations that affect and/or could be affected by [our] activities, products or services, and/or associated performance”.





## Your Engagement Preferences

Feedback on our Draft Annual Engagement Plan was positive. This section summarises the response from stakeholders on their engagement preferences, with some quotes included. Feedback on the specific topics from the workshops is included in the following sections of this report.

When asked, both email and workshop attendee responses confirmed that we were focusing on the correct priorities and themes.

“I live and work in London, so if this event was not held online, I’d be unlikely to be able to attend”

“Could have conferencing cascades - the online presentations / workshops work well”

The workshop was popular with participants, but there was discussion over the preference between virtual events and holding them face to face when restrictions allow. It was noted that some attendees could only attend a virtual event as they lived a prohibitive distance away. However, face to face events were still considered important to engage in local areas.

“It is vital that you send out LETTERS about your proposals.”

“People should be sent information on projects and activities that affect them on paper. Not everything can be digital”

When communicating with stakeholders, email was the preferred option, but it was strongly highlighted that for capital projects in particular, paper-based information should be sent to communities affected.

Stakeholders suggested we could do more to explain what it is that we do, how we make decisions and how our projects fit into the bigger picture of net zero aims and reinforcement of the transmission network.

“Not everyone understands the details of the network, including me. It would help to explain in simple terms why you do things the way that you do.”

“Improve on explaining why projects are required and their wider context, ensuring stakeholders know they are part of a bigger picture.”

During the workshop we asked stakeholders how they prefer us to share our information on stakeholder engagement with them. Responses to our poll, shown in Appendix 2, strongly support the use of email, with other digital channels such as video, website and social media also being popular. There were also votes for newsletters, but no other suggestions put forward.

In further discussions during the workshop, stakeholders were clear that they support a mix of engagement methods in future, both virtual and face to face. The results of this were shown in second poll, where we had asked our stakeholders what engagement methods they wish us to use as we move out of the pandemic. The vast majority chose a mix of virtual and face to face methods, showing that stakeholders did not want one to replace the other post-COVID-19 and both options should be offered.

We will continue to evolve our communication and consultation channels based on feedback from all our stakeholders.



## Your Feedback on our Initiatives

In this section, we have summarised the feedback we received from stakeholders on each of our engagement initiatives.

The majority of this feedback was gained through the workshop breakout sessions, which were held on the topics of: Sustainability, Customer Connections & TNUoS, Communities and End Consumers, Procurement, LOTI, Net Zero Advocacy, and North of Scotland Future Energy Scenarios. The remainder of the feedback is derived from wider stakeholder engagement including developer webinars or bilaterals; stakeholder feedback groups and insight gathered across the business.

All stakeholder groups are represented in our feedback, however not equally. Analysis of feedback shows End Consumers (members of the public) and Communities to be underrepresented, with Enablers, in particular Supply Chain, as overrepresented.

Specific actions that have been identified are detailed in the Action Plan later in this report.

### 1. Net Zero

#### Net Zero Advocacy

Net Zero Advocacy was the most popular topic for participation for our stakeholders, showing it to be one of their top priorities. During our workshop, they were updated on our net zero advocacy work and the scale of the challenge to meet net zero targets, which was well received.

In terms of other engagement opportunities, stakeholders queried whether the figures provided in the slides included embedded generation, which we confirmed they did, highlighting that embedded generation is key to meeting targets. Distribution company attendees requested a joint engagement approach for embedded generators and sharing of data where appropriate. At the workshop this was acknowledged as a good challenge and following internal discussions, it has been confirmed that our approach to engaging with embedded generators is to do so in collaboration with the relevant distribution company. We have applied an action on data sharing with distribution companies and embedded generators in our digital initiative.

There was also some discussion about the role we have collectively as an industry in advocating around climate change, to encourage action and change, and what more we could be doing. Members of the group shared some good insight into activities ongoing within their own organisations, which were proving successful in engaging people to take personal action, raising the focus and driving change. While these were recognised as useful examples, as the focus of our advocacy initiative is currently on advocating for industry change rather than personal behavioural change, due to the materiality of the carbon reduction that can be delivered, we are not adopting these into our Net Zero Advocacy initiative at this time.

A question was raised by a generation developer stakeholder about management of connection queues for new generation and whether the approach to this could be improved. This is a live industry project being led by the ENA. From the 1<sup>st</sup> of July 2021 all new applications will be subject to the new queue management policy which is based on requiring connecting customers to meet set milestones to maintain their position in the queue. This is being communicated to new customers during pre-application meetings. Based on this query at our event, we understand that developer stakeholders may not be well informed of this change. As a result, we will issue a communication to all our developer stakeholders providing the Queue Management User Guide. We have added this as an action to our customer engagement initiatives.

#### Offshore Wind

During the consultation period, stakeholders including Government, generation developers and local communities reconfirmed that it is clear abundantly clear that that the delivery of the UK and Scottish Government 2030 offshore wind target of 40GW and 11GW continues to be a priority.

Government at all levels are keen to see the targets delivered and the necessary policy developed to enable this. Developers are keen to understand the implications for the proposed connection dates of their offshore wind projects; whether these will be accelerated or delayed as a result of the Offshore Transmission Networks Review (OTNR); and what the impact on their TNUoS costs will be. Communities are keen to understand the location of the potential landing sites for the onshore network infrastructure.

All of these engagement needs are captured within our current engagement plan for this theme, so we are not proposing any new actions in this area based on the consultation.

## **Industry Structure Reform**

As the energy industry continues to evolve, the regulator has confirmed that there in order to deliver net zero, there is a need to review and potentially update regulations and industry codes, as well as roles within the structure of the industry. This includes proposals on competition in onshore transmission, energy codes and the role of the Electricity System Operator.

Our Network for Net Zero Stakeholder Group has asked us to ensure that we are representing the views of our stakeholders in these discussions, particularly where those stakeholders do not have a seat at the table. E.g. the GB public do not have a route to influence changes to industry codes. This includes ensuring that assessment has been made of the impact of proposed changes on the delivery of net zero and advocating for effective changes that increase the likelihood of achieving these targets and against changes that would materially increase the risk of not meeting them.

This feedback is in line with our current approach to engagement on industry reform i.e. the need for net zero impact assessments for all proposed structural changes should be included in engagement.

## **North of Scotland Future Energy Scenarios**

During our virtual workshop breakout session, stakeholders confirmed that hydrogen is of particular interest within our future energy scenarios. Topics included how hydrogen will be used in a Scottish context, how it will be exported, the infrastructure support it requires and how it will be connected to renewables.

Stakeholders are also looking for support to identify solutions for the decarbonisation of energy intensive industries. This is relevant for our scenario planning and confirms that we need to consider connections and capacity for new and emerging industries. It was suggested that there is an opportunity for further collaboration on decarbonisations options for energy intensive industries and how we best support this.

For engagement, stakeholders were clear that being provided with information on our energy scenarios in bite sized chunks would make them easier to understand. They also stressed the need to keep them relevant to local audiences and include reference to how they link to our net zero ambitions.

## **Sustainability Strategy Review**

The attendees at our workshop on the sustainability strategy review were from our supply chain. In this workshop, a theme emerged about the challenges of practical delivery of sustainability commitments at project level and the benefits that early engagement and innovation discussions would have in this. The need for discussions on potential sustainable solutions to take place before design is finalised was a point well made by stakeholders.

One of the questions asked during this discussion was what process we follow to determine the right technical solutions that meet sustainability targets, particularly where these may carry cost premiums over less sustainable options, for example the installation of high greenhouse gas SF6 rather than non-SF6 alternatives insulation gasses.

Stakeholders at our event and in our Network for Net Zero Stakeholder Group and Stakeholder Advisory Panel supported our focus on Science based targets, substation decarbonisation and alternatives to SF6.

Stakeholders across all engagement methods encouraged us to look at practices outside our sector as part of our sustainability strategy review, to ensure that we are not being limited in our ambition or scope. This included offers to

share their own sustainability plans which will give us insight into work being delivered by these suppliers for other sectors.

## **2. Supporting Customers, Communities and Consumers**

### **Customer Connections**

During the workshop break-out sessions, a good discussion was held about our engagement with connections customers. One stakeholder was keen to understand whether there is a better way to manage queues for connections and felt that improvements could be made in this area. It was recognised that the ESO would also need to be engaged. It was felt that in the first instance there would be value in a separate conversation with our Customer Team Manager.

### **Transmission Network Use of System (TNUoS)**

Stakeholders told us that TNUoS has been a focus for some time. The workshop group shared some insight into their engagement in this area over the years and it is considered one of the biggest barriers to renewable deployment in the region. There was discussion around what we're doing in the TNUoS space and the common theme from stakeholders was the negative impact TNUoS charges has on renewable developments in particular offshore wind.

Some good suggestions were made around different groups we could engage with, such as marine energy, which would help us to expand our stakeholder group to get more views and feedback.

Overall, there were positive comments on our engagement so far and the work we've been doing to raise awareness of TNUoS, and stakeholders were interested in how they can best support our advocacy.

### **Communities Engagement**

Stakeholders told us it was important to keep communities regularly updated on the status of projects and were eager for consistency of engagement, particularly on a 1-2-1 basis. Our preparedness to engage with communities was considered key. Community Liaison Groups were considered a great idea, and they felt there was merit in introducing these earlier for larger projects.

Regarding engagement methods, a hybrid approach incorporating methods was felt to have value, due to benefits such as bringing stakeholders from different locations together, increasing attendance while also reducing requirement to travel, hence having a beneficial environmental impact.

When asked if amalgamating engagement, such as holding wider regional events, would be beneficial, there was a consensus that this could be of benefit, however it was felt that specific engagement relevant to local areas would still be required. The stakeholder representative from UK Power Networks shared that they look at key stakeholders' views regarding 'place' in this respect.

It was noted that we need to improve on explaining why our projects are required and their wider context, ensuring that our stakeholders know they are part of a bigger picture. This feedback was reflected by stakeholders elsewhere in the workshop.

### **Procurement Engagement**

Stakeholders appreciated the update and information given on our plans for refreshing our Meet the Buyer events, and how we were focused on working closer with the local supply chain.

There was a consensus that early engagement with contractors would help them in turn engage with local suppliers, helping to build their prices into their offers.

There was discussion around how to attract smaller suppliers into the supply chain. Suggestions included making the events cover smaller aspects of projects, and better communication of events through partners such as local authorities.

Greater visibility of our RIIO-T2 project pipeline was considered important to suppliers who may consider attending events, ensuring they know the work is available to them before spending time attending.

A key theme for stakeholders was attracting new skills to the renewable energy industry, supporting people looking to change industries from similar industries such as Oil & Gas, Rail etc.

When asked if Tier 1 contractors would appreciate regular non-project specific engagement, feedback from stakeholders was that this would be considered useful. There was a specific request for this to focus on the innovation space, and how we share experiences and ideas with each other. It was highlighted that local supplier frameworks were important as the supply chain is constantly innovating, so managing these communications channels is key.

### **End Consumers**

We did not receive any specific feedback during the consultation period from any stakeholders representing end consumers. To ensure that their views are included in our work going forward, we are engaging directly with consumer representative groups, such as Citizen's Advice, and will continue to do so on a regular basis.

## **3. Sharing Best Practice for Positive Change**

### **Interrupting and Insulating Gas - SF6 Alternatives**

Stakeholders at our event and in our Network for Net Zero Stakeholder Group and Stakeholder Advisory Panel supported our focus on sharing best practice in managing and deploying alternatives to SF6.

We did not run a specific workshop on sharing best practice on deployment of alternatives to SF6 and avoidance of SF6 leakage during our engagement event but stakeholders in our sustainability strategy review workshop provided comments about the need for greater standardisation of approaches to embed best practice and take this from "one-offs" into consistent application of the most sustainable options. In response, we will ensure that our engagement plans for sharing best practice on SF6 cover how we are embedding these practices and alternatives as well as development and deployment of new technologies. In engagement with our supply chain, including original equipment manufacturers, we will ensure that the standards we are working to are shared to be transparent about our requirements. The trade-off between more sustainable solutions and higher costs (for alternative gases) or higher land use (for air insulated solutions) were also called out. We will ensure that where we are proposing these alternatives, we are transparent about the trade-offs being made and the different impact that this will have on stakeholders including consumers and communities.

The actions on this are captured in the sustainability section of the Action Plan below.

### **Local Area Energy Planning**

We deprioritised engagement on Local Area Energy during 2020 due to feedback from local authorities that their resources were focused on the response to the COVID-19 pandemic. We remain committed to working with local authorities on the development of these and as they reinitiate work on these we will engage accordingly. We will include check-ins on this in our regular meetings with local authorities to ensure that we engage at the right time.



## 4. Co-Creating World Class Asset Management

### World Class Asset Management, including Data and Digital, and Wildfires

During the workshop, it was noted by stakeholders that wildfires were an increasing threat to our network and our plans to combat this through closer working with the Scottish Fire and Rescue Service was well received.

The requirement for third party access to our data and asset information is ongoing and we will continue to engage directly with affected stakeholders, including landowners, emergency services and local planning authorities, over the next year; this included requests from customers and distribution companies, to have more customer related data on the website and our supply chain requesting more visibility of upcoming projects. These actions on the additional digital requirements are captured in the customer and procurement sections of the Action Plan below.

## 5. Large Onshore Transmission Infrastructure Projects (LOTI)

### Needs Case Engagement

Three main themes emerged in feedback from stakeholders on our LOTI engagement.

The first was the need to engage with stakeholders to educate them on net zero and implications of this for network development in the north of Scotland. This was seen as essential groundwork to come before project specific engagement since the majority of LOTI projects are required to increase capacity for transporting renewable energy to contribute to net zero targets. This need is due to the knowledge of net zero being low amongst the general public including communities impacted by these projects. Suggestions from stakeholders on this included delivery of information on net zero through schools and colleges. Internal stakeholders identified the Scottish Government net zero public awareness campaign currently underway and asked whether there would be an opportunity to partner with other organisations in meeting this stakeholder ask.

The second theme was on early and transparent engagement. Stakeholders recognised that some work will need to be done prior to engagement to ensure that there are options to discuss, but asked for engagement as early as possible, particularly for highly interested stakeholders, to ensure that they do not miss opportunities to influence project design. This aligns well with our engagement strategy which includes objectives on early engagement. Stakeholders also confirmed that where stakeholder views provided during engagement are conflicting, there would be value in bringing stakeholder with differing views together to understand each other's perspectives and we can try to work together towards consensus.

The third theme that emerged from discussions at our event and in more depth from our Network or Net Zero Stakeholder Group and Stakeholder Advisory Panel, was about what we can do to provide local community benefits from our projects, recognising that the location of community benefit funds from the renewable energy that we are connecting can apply to very different locations to our projects due to the linear nature of our assets. This is particularly the case for these large transmission projects that fall into the LOTI category. This is a consideration that is included within our Sustainability Strategy review and will be under active consideration during 2021/22.



## Our Action Plan Based on Your Feedback

The actions we are taking as a result of the stakeholder feedback received during this consultation period are outlined below and are being incorporated into our overall delivery plan of the work we do on behalf of our stakeholders. These actions are either in addition to the work we are already doing, or have given us additional or updated insight into stakeholders thinking so have necessitated a change in our approach.

Initiative	Stakeholder Ask/Comment	Our Action
<b>Net Zero</b>		
Industry Structure Reform	Our Network for Net Zero Stakeholder Group requested we ensure stakeholder views are represented in discussions relating to energy policy change particularly when those stakeholders do not have a seat at the table. e.g. the GB public do not have a route to influence changes to industry codes. This includes ensuring that assessment has been made of the impact of proposed changes on the delivery of net zero and advocating for effective changes that increase the likelihood of achieving these targets and against changes that would materially increase the risk of not meeting them.	Current policy and regulation codes under review include the role and structure of the ESO; the introduction of early competition to the Transmission market and the RIIO-ED2 Price Control. Over the next year we will work with relevant parties who represent under-represented stakeholders (including Citizen's Advice) to ensure their views are sought and considered when preparing our response to these consultations.
North of Scotland Future Energy Scenarios	Support to identify solutions for decarbonisation of energy intensive industries	By Autumn 2022, work with industry partners to arrange an event to seek feedback from energy intensive industries in order to identify where we can support their decarbonisation.
North of Scotland Future Energy Scenarios	When communicating scenarios, ensure it is in bite sized chunks relevant to local audiences	By winter 2021, update our Future Energy Scenarios communications strategy to ensure when communicating scenarios, it suitable for and relevant to local audiences
Sustainability	Ensure cost/benefit analysis in procurement processes consider long term benefits as part of evaluation criteria to enable innovation & new technologies	We are currently working on standardising approaches to deployment of new technologies and the factors that determine decisions on this, including cost. We will ensure that the final approach is shared with our supply chain to provide transparency of this in the procurement process.
Sustainability	Ensure outcome of review includes impacts at operational levels – including supply chain	We will include supply chain impacts in our assessment of future strategy proposals and include supply chain stakeholders in consultation on any strategic commitments.
Sustainability	SBT, SF6 alternatives and energy efficiency at substations were recommended as areas of focus	We will ensure that we continue to engage with stakeholders on these focus topics during 2021 and that they are included in the strategy review feedback.
Sustainability	More discussion and consideration of how we deploy sustainability at the design phase.	Additional regular engagement with supply chain partners at working level through Supplier Relationship Managers is being undertaken this year to create new forums for early discussions (not tied to designed projects) about potential innovations and sustainability solutions.
Sustainability	Look at other sectors for best practice on sustainability, including the supply chain.	Include review of sustainability in other sectors as part of our sustainability strategy review. Include supply chain stakeholders in consultation on the new strategy.

<b>Supporting Customers, Communities and Consumers</b>		
Customer Connections	Continue to engage with emerging technologies. Whilst the size of connections are likely to be Distribution connections, it's useful to understand potential connection challenges for customers.	This is noted and we will continue to look at ways we can work with both SSEN Distribution and emerging technology connection customers to understand challenges for customers as the market evolves.
Customer Connections	More information earlier on the website regarding connections	This will be considered as part of a wider project to refresh and increase the content of our SSEN Transmission's website, implementation of which will begin in 12 months.
Customer Connections	Looking to understand why consented embedded generators have to post 26% security whereas Transmission generators only have to post 10%.	By April 2022, we will publish a Charging Statement Guidance Document for connection customers, which includes a summary of the basis of securities and liabilities.
Customer Connections	Is there a better way that connections queues could be managed?	We will issue a communication in August 2021 to all developer stakeholders on our contact list providing the new Queue Management User Guide
Transmission Network Use of Charging (TNUoS)	Widen the stakeholder base we engage with on TNUoS e.g. marine energy to help us expand our stakeholder group to include wider views and feedback.	We have added the additional stakeholder groups identified during the workshop discussion to the stakeholder engagement plan so that they will be included in our engagement throughout 2021.
Communities	Perceived merit in implementing Community Liaison Groups earlier for larger projects	We will review the process regarding at what point CLG's are implemented for bigger projects and establish the agreed approach to this within project engagement plans by winter 2021.
Communities	Improve on explaining why projects are required and their wider context, ensuring stakeholders know they are part of a bigger picture	From Autumn 2022 include wider context on the reasons for projects within engagement information, including early engagement discussions.
Communities	While amalgamating engagement could be beneficial, specific engagement to relevant areas still required	From Autumn 2022, when we are considering combining engagement activities, we will consult with key stakeholders before final decisions on this are made and use the feedback to inform the final approach.
Procurement	Making Meet the Buyer events cover smaller elements of large projects, so it's seen as manageable for smaller suppliers.	We will develop a standard presentation pack for Meet the Buyer events. This will be rolled out to all relevant internal staff and Tier 1 contractors by Winter 2021 for use at all Meet the Buyer events to make them appropriate for smaller and local suppliers.
Procurement	Visibility of the T2 project pipeline	We are looking at sharing greater project information, where appropriate, as part of our website redevelopment project. We will include an assessment on what information can be shared on our website with the results of this being known and implantation starting in 12 months.
Procurement	Link with other interested stakeholders to communicate opportunities	By April 2022, complete an assessment of the best platform for information sharing and work with stakeholders to confirm and implement the best approach.
<b>Sharing Best Practice for Positive Change</b>		
Local Area Energy Planning	Support for local authorities and community groups on local area energy planning	In Q3 check-ins with Local Authorities, check when they want us to restart our engagement with them on this initiative.

Co-Creating our World Class Asset Management		
Data and Digitalisation		Action relates to customer engagement and procurement engagement and is included in those sections
Large Onshore Transmission Engagement (LOTI)		
LOTI	Importance of Net Zero should be shared at with communities in advance of project consultation. An education programme with schools and colleges should be considered.	<p>Net zero context will be provided in early engagement on all LOTI projects within our 2021 engagement plan.</p> <p>By Autumn 2021, we will add net zero content to our existing school engagement packs which are designed for primary school pupils and are delivered by our Communities team and project managers.</p> <p>By December 2022, we will investigate potential partnerships to deliver a net zero education programme for secondary schools and/or colleges in the north of Scotland. Decisions on whether to progress this will depend on cost benefit analysis assessment of the proposed programme. This could provide additional benefits to our sustainable workforce activity.</p>
LOTI	Engagement on LOTI projects should start as early as possible – before proposals are finalised	We are currently refining our strategic optioneering assessment procedure and will ensure that early engagement is designed into this procedure. During 2021 we will continue to engage stakeholders during refinement of this procedure to ensure that it is mutually acceptable i.e. meeting stakeholder requirements and meeting business and regulatory requirements.
LOTI	Look at options to bring stakeholders with opposing views together to facilitate discussion.	<p>Where conflicting stakeholder views are identified, we will establish a forum for discussions that include the relevant stakeholders with the aim of identifying a mutually acceptable solution. We will add this requirement as a standard practice in LOTI engagement plans and engagement guidance by Autumn 2021.</p> <p>By March 2022, we will provide training on conflict resolution and consensus decision making to our LOTI engagement teams to ensure that they are prepared to facilitate these discussions. Where issues are particularly contentious, we may look to engage external expert facilitators to support discussions.</p>



## Next steps

Following business updates and stakeholder feedback, we will update our Annual Engagement Plan and publish this on the SSEN Transmission website. We will notify all stakeholders who contributed to our consultation when the final Annual Engagement Plan is published.

We have allocated the actions identified in this report to managers within SSEN Transmission for implementation and inclusion within the initiative engagement plans. We will monitor progress on an ongoing basis throughout the year and publish an update for stakeholders on the SSEN Transmission website in Spring 2022.



## How to get in touch

Feedback on our engagement priorities and practices is welcome from all our stakeholders throughout the year. Any stakeholders who wish to get in touch with us or wish to input into any of the initiatives within our Annual Engagement Plan can email us at [transmission.stakeholder.engagement@sse.com](mailto:transmission.stakeholder.engagement@sse.com)



## Appendix 1 – Feedback from Organisations

A total of 19 stakeholders attended the workshop and we received two additional responses by e-mail. The organisations and user panels represented are shown below:

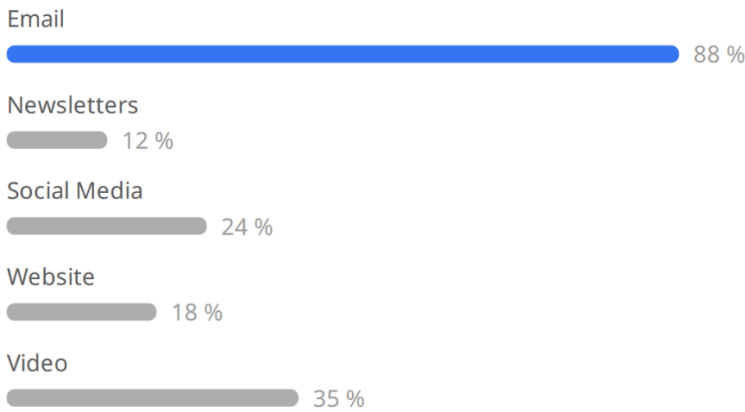
AMT-SYBEX	RES group
Balfour Beatty	RJ McLeod (Contractors) Ltd
BAM	Scottish Power Energy Networks
Comhairle nan Eilean Siar	Siemens Energy
ESB International	SSEN Distribution
Fred. Olsen Renewables	SSEN Network for Net Zero User Group
Highlands and Islands Enterprise	SSEN Stakeholder Advisory Panel
Independent members of the public	UK Power Networks
Kylerhea Community Forum	Wood, plc
Neven Point Wind Ltd	



## Appendix 2 – Virtual Workshop Polls

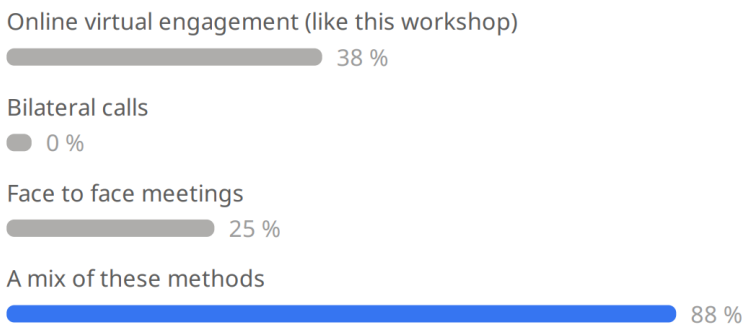
**How can we best share our information on stakeholder engagement with you?**

017



**What engagement methods do you wish us to use, as we move out of the pandemic? Please state your preference for which suits you best.**

016





**Scottish & Southern**  
Electricity Networks

TRANSMISSION



SSEN Community



@ssencommunity

[ssen-transmission.co.uk](http://ssen-transmission.co.uk)

